

Patty Launer Earns Certified Infection Control Credential

The Certification Board of Infection Control and Epidemiology, Inc. (CBIC®) has announced that NVRH Director of Quality and Infection Preventionist Patricia Launer has earned the Certified in Infection Control (CIC®) credential and has demonstrated a mastery of infection prevention and control knowledge by taking and passing this comprehensive examination. Certification is maintained through successful completion of the recertification examination every five years.

“The COVID-19 pandemic has highlighted all that goes into keeping staff and patients safe from healthcare-associated infections,” Patty said. “Multiple components work together to prevent infections within the healthcare setting, including monitoring of water and air quality, environmental cleaning, sterilization, purchasing of PPE supplies, tracking lab values and placing patients on the correct transmission precautions. This certification allows me to demonstrate my commitment to – and understanding of – these diverse areas of expertise.”



CBIC administers the exam certifying individuals as CICs. The purpose of the certification process is to protect the public by providing standardized measurement of current basic knowledge needed for persons practicing infection control; encouraging individual growth and study, thereby promoting professionalism among

Continues on next page

Documenting Your Experience Working in Healthcare During COVID-19

We are looking for written reflections on what it has been like to work in healthcare during this world-wide pandemic. Selected short comments (80 words or less) may be included in the 2020 Annual Report (as space allows). Reflections may also be included in upcoming issues of the *Brightlook*. If you have more to say, and would like to submit a longer piece for the *Brightlook*, please do.

Also welcomed are photos, especially those that tell a story or evoke an emotion (or both). **Reflections due August 14.** Send them to Laural Ruggles at l.ruggles@nvrh.org.

Thank you. We look forward to reading your reflections and sharing them with readers.

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The BrightLook is a monthly publication for employees, volunteers, providers, Corporators, and board members at Northeastern Vermont Regional Hospital. Submit your articles and/or photos to Katie Moritz (k.moritz@nvrh.org) by **Friday, August 21 for the September issue.**

infection prevention and control professionals; and formally recognizing infection prevention and control professionals who fulfill the requirements for certification. Individuals who earn their CIC® credential join over 7,000 practitioners worldwide who are Certified in Infection Control. The National Commission for Certifying Agencies (NCCA) accredits CBIC's certification program, which signifies that CBIC has met the highest national voluntary standards for private certification. CBIC periodically conducts job analyses to assure that certification measures current practices and knowledge required for infection prevention and control and applied epidemiology.

“NVRH recognizes the added value Patty brings to the Quality Management team as a Quality Director and Infection Preventionist with the CIC credential.” NVRH VP Quality Management Programs Colleen Sinon said. “She has played an integral part in crafting how NVRH has responded to COVID-19; this certification highlights not only her knowledge base, but how equipped she is to tackle this difficult time in healthcare.”

CBIC is a voluntary autonomous multidisciplinary board that provides direction for and administers the certification process for professionals in infection prevention and control and applied epidemiology. CBIC is independent and separate from any other infection control-related organization or association. In 2018, CBIC celebrated 35 years of protecting the public through the development, administration, and promotion of an accredited certification in infection prevention and control. For more information about CBIC, visit www.cbic.org.

Happy Birthday Baby!

All of us here at the NVRH Birth Center would like to take a moment to reassure you that we are making every effort to honor as many aspects of your birth plan as we can, despite COVID-19. Watch our short video at nvrh.org/birth-center.



NVRH Offers Health Care Shares for Second Year

NVRH is once again partnering with the Vermont Youth Conservation Corp to offer Health Care Shares. Health Care Shares is a farm-to-hospital public health program that connects Vermonters with fresh healthy local food.

Participants receive a large bag of locally grown produce each week for twelve weeks. The participants in the program were referred by their healthcare provider, by the NVRH Community Connections staff, or recruited by hospital staff. Thirty families are participating this year, up from twenty last year.

According to Vermont Department of Health data, only 23% of teens and 18% of adults in Caledonia County get the recommended number of fruits and vegetables each day.

“The connection between good nutrition and overall good health is clear”, said Laural Ruggles, NVRH VP of Marketing and Community Health Improvement. “Getting enough healthy food to eat is important to a person's physical health, and emotional and mental well-being”

The food comes from farms in Vermont run by the Vermont Youth Conservation Corps. Each week during the growing season, the Farm Corps Members grow and pack vegetables and herbs for about 400 families in the Health Care Share program in Vermont. The Health Care Shares program is free to participants, funded solely by NVRH as part of the Community Benefits allocation.



Families pick up a bag of local healthy produce each week for 12 weeks at the NVRH Community Connections. From L: Jess and Kyle from Vermont Youth Conservation Corps, Debbie and Gina from Community Connections.

Wearing a mask makes a difference

Take charge of your health and safety.

Wear a mask.

I wear a mask “to help stop the spread.” “To keep our community healthy.” “To make sure my family is protected and safe.” “Because I can’t think of a reason not to.”

Since the beginning of this year, especially at the start of this pandemic, it has often felt like our routines and day-to-day lives have changed on a daily basis. People who could, were told to work from home, kids were told to learn from home, retail stores and restaurants were closed, and summer plans were canceled. Since our community and our state has followed the recommended guidelines, businesses have been allowed to reopen this summer with modified operations and activities. But things still haven’t returned to normal.



As many probably already know, Gov. Phil Scott signed an order, which went into effect August 1, requiring people over two years old to wear masks in public spaces, both indoor and outdoor, where physical distancing is not possible. The order aims to prevent the kind of surge of COVID-19 cases in Vermont that continue to rise in southern and western states. But long before masks were required, we’ve heard reasons like the ones mentioned above about why people in our community choose to wear a mask.

The guidance about who should wear a mask (and when) has changed since the beginning of this pandemic. Initially, health officials advised us not to wear a mask. This was when not much was known about the virus and when there was a shortage of personal protective equipment for healthcare workers. We also did not know how easily it spread. Then, it was recommended that masks be worn by individuals who were sick or who were caregivers to the sick.

As officials learned more about the novel coronavirus – that it spreads from person-to-person through respiratory droplets produced when you breathe, cough, sneeze, or talk and that some people who have the virus may not show symptoms, coupled with evidence from studies showing cloth face coverings reduce the spray of droplets when worn over the nose and mouth – they recommended that everyone wear a mask. On August 1, our Governor made it mandatory. There are exceptions for people who have trouble breathing, who are unconscious, and anyone who is unable to remove the mask without assistance.

For anyone unable to wear a mask, the Centers for Disease Control and Prevention (CDC) suggests consulting with your healthcare provider for advice, and suggests alternatives, including maintaining at least six feet of physical distance from others if doing activities that may cause cloth face coverings to become wet, such as swimming, and conducting high-intensity activities like running, outdoors instead of indoors.

In addition to wearing a mask, it is recommended that we still need to stay six feet away from people and practice good hand hygiene to help prevent the spread of the virus. It’s also recommended we continue to limit contact with other people, as that’s the best way to stop the spread. Sometimes contact with others is unavoidable, as we have to do things like go to work, go to the grocery store, or go to the doctor. Much like checking whether you have your wallet, keys and phone when you leave the house, your cloth mask, such as a bandana, scarf or other non-medical mask is another important necessity to make sure you have before you go anywhere.

If you don’t have a cloth face mask and need one, you can:

- Visit the CDC website for instructions on how to make your own
- Buy one from one of the businesses listed on this Vermont Department of Health website page
- Go to the Northeast Kingdom Operation Face Mask website

We all want to be able to celebrate holidays and birthdays with our family and friends, go to the movies, travel, or go out to a restaurant to eat. We can get back to doing these things safely if we all do our part now and wear a mask whenever we can.

Licensed Hearing Instrument Specialist joins North Country Otolaryngology and Audiology

Testing and hearing aid support and services offered

NVRH is pleased to announce that Licensed Hearing Instrument Specialist Julie Hall has joined North Country Otolaryngology & Audiology.

Julie Hall developed an interest in audiology while working in the audiology department at Littleton Regional Healthcare over the last 10 years. Her hands-on training alongside an audiologist ultimately led her to go back to school to become licensed to dispense hearing aids. She holds a certificate in hearing instrument science from Ozark Technical Community College and anticipates completing her associate of science degree in November. She has also worked as the Operations Manager at East Haven Veterinary.

From the moment she started working in audiology, Hall knew it was her passion.

“I absolutely love working with people and helping them hear and ultimately making their lives better in any way I can,” Hall says. “Working with my patients is very rewarding and I’m very excited to begin helping people in the NEK and surrounding areas.”

Julie Hall was born in Zimbabwe and grew up in South Africa, moving to the United States 20 years ago. Hall currently lives in Concord, VT with her husband Jake, three children, three cats, one dog and 12 chickens. Her other passions include cats. Her family volunteers for the Kingdom Animal Shelter as a foster family, where she and her family socializes, plays with and loves kittens before they are adopted out.



Hall works directly with Otolaryngology – also known as Ears, Nose, and Throat – to perform testing. She sees her own patients for Hearing Aid purchases and support as well. She is looking forward to developing her own panel of patients and helping to increase services and access in the practice.

“We are so excited to welcome Julie to our team at North Country Otolaryngology & Audiology,” VP Medical Practices Laura Newell said. “With her expertise, we are now able to offer several extremely valuable services to our community.”

Audiology services at NVRH help you hear better, so you can live better. The NVRH team provides adults and children with personalized diagnostic and hearing evaluation options. Services include hearing screenings and education, hearing aid consultations and counseling, hearing aid fittings, maintenance, and repairs, custom hearing protection, and purchase hearing aids and supplies.

Save the Date!

stay home

NVRH INVITES YOU TO ~~JOIN US~~
TO CELEBRATE OUR 13TH ANNUAL GALA

with a
TWIST!

The first ever
community-wide
dance party!

FRIDAY, OCTOBER 16, 2020

A silhouette of a man and a woman dancing. The man is on the left, wearing a backpack, and the woman is on the right, wearing a dress. They are in a dance pose. The background is dark blue with stylized trees and clouds.

Life is like Flying (or, Is Best Good Enough?) Dr. David Brody

There are many occasions in life when we are forced to make a decision based on incomplete information. In such circumstance one tries to balance out all the probabilities and possibilities, account for the unknown (or unknowable) and come up with a best option. Or maybe one that is simply *least bad*.

In aviation, there is a quantity known as V_x (“vee-ex”), the speed which gives you the best, or steepest, angle of climb. This is a good number to know when there is an obstacle in your flight path! Unlike a rocket, which simply goes in the direction in which it is pointed, an airplane, depending on the complex interactions of the various forces at play (thrust, drag, lift and weight) will at most go more or less in the that direction. But that more or less can make all the difference - between a pleasant Sunday afternoon flight, or an unplanned encounter with the treetops.



So, this V_x : roughly 70 mph in a typical small plane, will yield a climb angle of about six degrees; that’s the absolute best you can do. Any faster, any slower – either way the angle of climb will suffer.

I recently had an opportunity to appreciate this while practicing so called short field landings. A short field is just what it sounds like – very short. Most general aviation airstrips are on the order of 3000 – 6000 feet, give or take, while at major airports the runway may stretch to 10,000 – 12,000 feet. A short field, on the other hand, is typically 2000 feet or so, or even less; or even much less in an emergency situation, where you take whatever’s available. So you can see that mastering the technique can be quite useful – even lifesaving.

So, there I was practicing these landings at a small 1900 foot strip – and try as I might, I could not make it. Seven times. Sure, each time I was settling in for a proper touchdown, but touching down is only the first step in a landing, one also needs room to roll out and come to a stop, and for each attempt it was clear I was running way short of runway. So while still in the air, though close to the surface, I would execute what is called a go around – full throttle, climb out, circle back and try again. The thing about short fields though is that they are not just short, but also confined, with obstacles – trees, hills, development – at either end. In fact that is usually exactly why they are short, just enough room to tuck a strip into some inconvenient spot. So in the go around situation, you have not only run out of runway on which to land, you are now running out of space to get out of there.

And this is where V_x comes back into the story. There I was, full throttle, climbing back up, the trees starting to get uncomfortably close. There is no instinct in flying more natural, but also more deadly, than the impulse to pitch up over a looming obstacle. This is where training, and faith, and maybe hope too, comes in. V_x gives you the best climb, so no matter what else your instinct may be screaming at you, you need to have faith in your training and stick to it.

...closer the trees were coming... slowly climbing, but seems so slow and heavy... trees closer, larger ... is it possible I won’t make it... the sudden, icy grip of fear...

These days we all wonder what is the best course regarding the Coronavirus. Initially it was clear that a near total lockdown was essential, just to get control of the situation. But then we all saw the economic impact, and realized that indefinite lockdown simply was unsustainable. So, what is our best choice at this point? What will help us best get over the hump? What is V_x for COVID-19?

Do we rush back into opening and just let things run their course; in effect just get the agony over with regardless of the cost? Do we yo-yo between lockdown and “normalcy”? Do we find some middle ground and, in the lively phrasing of Governor Scott, reopen “a quarter turn at a time”? Do we let younger and healthier folks resume a more normal existence but keep the elderly and frail on stricter quarantine? Do we rely on an as yet still imperfect system of testing and allow those with evidence of an antibody response, and presumably a degree of immunity, to lead the charge back? Or do we push for universal screening and contact tracing while the resources to do so are not yet available? And how do we balance our own personal needs against the risks to the larger community?

What is Vx? What is the best choice?

In most of life, the choices are probably not quite as clear cut as in aviation, but nevertheless all we can do is do our best and make the most reasoned judgement possible, and I feel that here in Vermont we have been doing a pretty good job. But make no mistake there is still a long way to go, and to relax our guard now, much as we are all weary of the restrictions, would be a serious mistake. We all need to settle in for the longer haul and continue to maintain precautions. And we will eventually pull through.

So, you might be wondering how did it go back in the cockpit? Well, obviously here I am writing so I guess I must have made it. But I can tell you it was a fairly close thing. And though I couldn't exactly count the needles on the pine trees – well, I was able to make a pretty good estimate! But the training all kicked in and I clung to my Vx speed – and came through. But there was no guarantee -- and it might have gone the other way.

But I did make the best choice.

Thanks to a Generous Donor, Chaplain Spaces Provide Even More Peace for Patients and Staff

When he realized that additional upgrades to the Comfort Care Rooms on Med/Surg were on hold due to the COVID-19 pandemic, donor Dr. Clement Dussault changed gears. “What does your Chapel or Chaplain’s office need at this time?” he asked. “I know how important those spaces are to staff and patients; I’d like them to be as welcoming and soothing as possible.” Fast forward two months, and Chaplain Abby Pollender’s office now has a beautiful sitting corner with a lamp, and a closing bookshelf to tuck away supplies and files. Not to be left out, the Chapel now has the relaxing sound of running water from a wall-mounted water fountain, and a speaker for music streamed from Pandora. These enhancement were made possible through a combination of a new gift from Dr. Dussault and an allocation from the Denise Angel Dussault Caron Fund in support of palliative and end-of-life care. According to Suzi Mudge, Denise Caron’s daughter and one of the Fund’s donors, “These improved spaces are a very nice addition to my mom’s legacy of caring for others.”

We couldn’t agree more!



The easiest gift
you'll ever make!
Did you know
that making a
gift in your will
is easy to do?
Join other friends
of NVRH who
have already
discovered how
simple this is!



Click here to learn more or contact
Emily Hutchison, NVRH Director of Philanthropy,
802-748-7476



Emily Hutchison, NVRH Director of
Philanthropy, and Jen Layn, Associate
Director of Philanthropy
at the NVRH Gala, 2019.

SAVE THE DATE.
NURSING EDUCATION PRESENTS
Mental Health Symposium

MONDAY, SEPT. 21, 2020 | 7:30 AM - 4 PM
 NVRH CONF. ROOMS 126 & 127 | ST. JOHNSBURY, VT

TOPICS INCLUDE
 ✿ Pediatric Mental Health ✿ Adverse Childhood Experiences
 ✿ Traumatic Birth/Postpartum Depression ✿ Wellness for Nurses
 ✿ A&Pof Addiction ✿ Mental Health Toolbox

SPEAKERS
 ✿ **Meghan Baston**, MSN, RN | Chief Nursing Officer, The Brattleboro Retreat.
 ✿ **Cheryl Tatano Beck**, DNSc, CNM FAAN | Distinguished Professor at the University of Connecticut School of Nursing.
 ✿ **Doug Wysocky-Johnson** | Executive Director Lumunos.

Limited to 25 attendees.
 Please Enroll via Elsevier



WHAT'S IN A NAME?

Enter the contest
 for naming the
 symposium!
 Submit your
 ideas to
 Jillian Knight at
ji.knight@nvrh.org



VERMONT WELCOME WAGON PROJECT

The VT Welcome Wagon is a program where new Vermont arrivals or returnees, or “participants,” are connected with current residents, or “hosts,” so that they can meet informally to learn more about the NEK, specifically.

The program provides new folks with the opportunity to build a community network and ask honest questions about the ins and outs of living here. Hosts and participants can discuss things like “Where do you go out to eat?” or “What’s there to do on a rainy day?” and “What’s the childcare situation like?”

The goal is to accelerate the time it takes to “figure out” Vermont and get connected to our community in meaningful ways.



Here Ashley Van Zandt, Northeast Kingdom Young Professionals Network steering committee member, and her son Colin take a socially-distanced walk with Vermont Welcome Wagon Project participants Allie Reed and her daughter, Emily.

Hosts and participants are also choosing to connect by phone or email! Learn more at www.vtwelcomewagon.org to become either a host or a participant! This is just one of the many reasons NVRH staff love the NEK



INFORMATION FOR PARTICIPANTS

VERMONT WELCOME WAGON PROJECT



 VTWelcomeWagon.org
 Facebook.com/VTWelcomeWagon
 [@VTWelcomeWagon](https://www.instagram.com/VTWelcomeWagon)
 NEKWelcomeWagon@gmail.com

WHAT BRINGS YOU TO VERMONT?

What brings you here? Are you relocating for a job opportunity? Moving back to be closer to family or friends? Seeking to become rooted in a nice community? Maybe you are looking for great recreation or simply trying to escape the hustle and bustle of a more metropolitan area.

SHARE YOUR STORY WITH SOMEONE HERE ALREADY. WHY?

The Vermont Welcome Wagon Project (VWWP) seeks to help people make connections and get settled more quickly into the green mountain state. In a less social media driven and a more intentional and good old fashioned relationship driven way the program exists to connect you to resources and help make your transition a simple one! We will assist you in finding more of what you came here for while we create a diverse, inclusive network of folks that understand the need for Vermont to grow and retain great people and talent in our state.

HOW CAN YOU DO THIS? SIGN ME UP!

Fill out our Google form with some very simple info about yourself (where in VT your relocating to, your interests, specific questions you have, etc). This info is used only to communicate to our network of Hosts and to help geographically connect you most easily. Within a couple of weeks of submitting the Google form you can expect to hear from a Host looking to connect. Have fun and spread the good word!

WHAT CAN YOU EXPECT?

The VWWP team will connect you with up to three individuals, known in the program as Hosts, who have volunteered their time to support this great cause. The Hosts will reach out to you and meet you at a local park, go on a hike, meet for coffee or dinner (you get the idea!) and share stories/ideas about how to find community and help you get acquainted. With the goal of welcoming you to the state we hope you'll get a better picture of what life in Vermont can be like.

WHO CAN PARTICIPATE?

All adults are invited to participate! ...We believe diversity is fundamental to a strong and vibrant Vermont. By intention and design, our program welcomes all people to participate. We respect and affirm the dignity of each member of the community. Our only requirement is good intentions.



NVRH Community Health Fund Focused on COVID-19 Recovery

The application period for the Northeastern Vermont Regional Hospital Community Fund is now open for 2020. This year, funding will be for projects to help the community recover from the effects of the coronavirus pandemic.

“The COVID-19 pandemic has highlighted what we do well in our community, and has also identified gaps – especially in programs and services for older Vermonters and low income families with children,” said Laural Ruggles, VP Marketing and Community Health Improvement. “The funds will support innovative health and mental health programming, as well as any programming that supports broad community wellness in a safe and healthy way as we move through this difficult time.”

Information to apply is available on the NVRH website. **Applications are due Aug. 14.** Winners will be announced in Sept.

“NVRH created this fund in 2012 to confirm the hospital’s ongoing commitment to health improvement,” said Shawn Tester, NVRH CEO. “Especially during this pandemic, we depend on our strong community partners to meet our mission to improve the health and well-being of all who live in our region.”

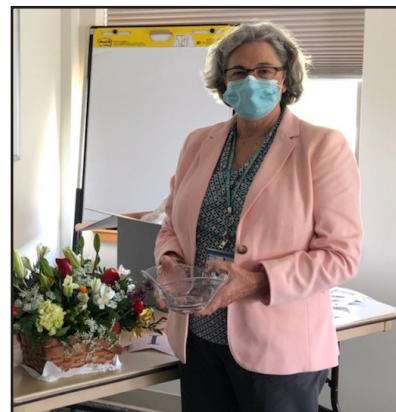
The NVRH Community Health Fund is funded by donations from the community earmarked for community health improvement initiatives. For more information about the NVRH Community Health Fund visit www.nvrh.org.

Congratulations Judy & Carol on Your Retirement!



Judy Thielman, RN, ICU.

Carol Hodges started her career at the Brightlook Hospital, where she worked for a few years and then moved away. She came back to NVRH in 1994. During her time here, 26 years with NVRH, she completed her BSN and her MSN. She has worked as a Nursing Supervisor, a Staff Nurse and a Nurse Educator. She has also worked with VTC, helping to further the education of LPNs to obtain their RN. Carol will continue her work with VTC.



Tobacco Cessation Support at NVRH | Reader's Are Asking

I don't smoke cigarettes. I use chewing tobacco, which I always thought was a healthier alternative. Recently a friend told me I should be worried about the consequences of using it, he knew someone who got mouth cancer. Is it true that I can still get cancer from chewing tobacco?

It is true! Chewing tobacco is still a harmful addictive product which has many chemicals that can cause cancer. Many people do not realize that with chewing tobacco, 3 to 4 times more nicotine is absorbed than through smoking and it lasts longer in the blood stream.

Your friend mentioned mouth cancer as a possible consequence of chewing tobacco. There are other cancers known to occur as well, some of which can affect the throat, larynx, pancreas and stomach.

Even before the cancer stages, the effects of chewing can cause symptoms felt by the body by increasing your heart rate, giving you high blood pressure, bad breath, gingivitis, staining of teeth, and mouth sores, ulcers and cavities.

Read enough to want to quit? It is important to plan ahead. There are many options to support you and research shows that using additional supports can help you be successful. Planning for the actual quit date is one important element so when you do decide to quit you have steps in place. In the meantime, here are some tips from the American Cancer Society: “Be prepared to feel the urge to use tobacco. It will pass whether you dip or chew or not. Use the 4 D's to help fight the urge:

- Delay for 10 minutes. Repeat if needed.
- Deep breathe. Close your eyes, slowly breathe in through your nose and out through your mouth.
- Drink water slowly, sip by sip.
- Do something else.”

Ready to quit? Visit www.802quits.org, call 1-800-Quit-Now or call NVRH at 748-7395.

Speech-Language Pathologist Sierra Downs joins NVRH

Specializing in voice and swallowing disorders, offering voice/communication training

NVRH is excited to announce that Speech-Language Pathologist Sierra Downs, MA, CCC-SLP has joined NVRH Speech-Language Pathology.

Speech Language Pathology has a large scope; SLPs assess, diagnose, treat, and help to prevent communication and swallowing disorders across the lifespan. One population that Downs enjoys working with is individuals managing Parkinson's disease. She also specializes in gender affirming voice & communication training, accent modification/corporate communication, as well as voice and swallowing disorders for adults and young adults.

"I am always open to chatting about how our field can improve or enhance folks' lives in our communities," Downs said. "Largely due to personal experiences, I am also committed to increasing access to evidence-based practices for those navigating the effects of head and neck cancer and various types of dementia, including support for their caregivers."

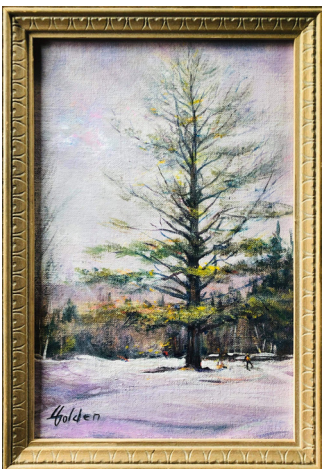


Downs received her Master of Arts in Speech Language Pathology from George Washington University, having earned her Bachelor of Science from Boston University Sargent College. Before joining NVRH, Downs worked part time in Home Health, covering territory in central/northern Vermont, per diem in skilled nursing facilities throughout the region, and ran her own private practice based out of Burlington, VT, where she continues to provide services via telehealth. Downs' background is in vocal music.

"I love being able to connect the science behind the vocal instrument to clinical practice, and empowering folks to find their voice," Downs said. "I am fascinated by how our brains contribute to things we often take for granted, like using or understanding language, social communication, and swallowing, and how these contribute to well-being in our daily lives."

"Because Speech-Language Pathology may be involved in so many different health conditions, we're really excited to have Sierra Downs joining us at NVRH," Chief Medical Officer Dr. Michael Rousse said. "When patients are managing their health, it's so important that they also feel supported in their abilities to communicate."

Downs sees patients at Dan Wyand, P.T. & Associates on Mondays and Thursdays, and at the Dartmouth-Hitchcock Norris Cotton Cancer Center North every other Wednesday. For more information or for referrals call 802-745-6477.



NVRH Gray Gallery Welcomes Local Painter Larry Golden

View the exhibit at your next healthcare appointment
and on the NVRH Art Gallery webpage

"Kingdom Landscapes and Such," by painter Larry Golden, is now on display at the Charles M. and Hanna H. Gray Gallery. The exhibit, which opened July 16, will run until September 10, 2020.

Golden, who has a Bachelor of Arts degree from Saint Anselm College and a Master of Arts degree from the Pratt Institute, has also taken classes at the Art Students League in New York City, the Reilly School of Art in White Plains, New York and the Lyme Academy of Fine Arts

in Connecticut. He has participated in the Vermont Studio Center in Johnson, Vermont and has had numerous shows in Catamount Art's Gallery.

Golden, now retired, has taught art at the St. Johnsbury Academy for 45 years and has been painting steadily, if not daily, for the last 50 years. He has had artwork on display at the Southern Vermont Art Association and at Northern Vermont University – North (NVU – North). He also has permanent work in the Fairbanks Museum, St. Johnsbury Athenaeum, the Vermont State House, NVU – North, a mural at the Lyndonville Police Station and numerous murals at the Mount Washington Hotel in New Hampshire.

Golden works often in oils and focuses on nature. He lists George Inness, known for his involvement with the Hudson River School, and Jean-Baptiste-Camille Corot, known for referencing Neo-Classical traditions and predicting plein-air Impressionism as influence.

"I love to work directly from nature," Golden said. "I start with the sky, I capture the correct light, and then I work from the distant mountains towards the middle ground and then the foreground. I concentrate first on aerial perspective... I am not concerned about color because when you paint on location, nature always provides the perfect color."

The Charles M. and Hana H. Gray Gallery is located on the hospital's main floor. The exhibit will be on display until September 10, 2020. Due to COVID-19, please visit the exhibit in person only when you have a healthcare appointment at the hospital. You may also view a short video of the exhibit on the Charles M. and Hana H. Gray Gallery webpage at nvrh.org/the-charles-m-and-hanna-h-gray-gallery.

A portion of the proceeds benefit the NVRH ARTs program. For more information, please contact Associate Director of Philanthropy and Art Gallery Curator Jennifer Layn at j.layn@nvrh.org or 802-748-7313.



NVRH Prevention Services' Cheryl Chandler Becomes Certified to Teach Mental Health First Aid

Regional Prevention Partnership Coordinator Cheryl Chandler has now become certified to teach Adult Mental Health First Aid (AMHFA), a skills-based training course that addresses mental health and substance-use issues. Chandler became certified to teach Youth Mental Health First Aid (YMHFA) in November 2018.

Those who participate in an AMHFA course are taught how to assist someone experiencing a mental health or substance use-related crisis. As a AMHFA course instructor, Chandler will teach participants how to recognize risk factors and warning signs for mental health and substance use disorders, as well as strategies for how to help someone in both crisis and non-crisis situations and where to turn if one needs help.



Mental health conditions are the leading cause of disability across the United States. Even though most people can be successfully treated, less than half of the adults in the U.S. who need services and treatment get the appropriate help. AMHFA instructors aim to train as many people as possible to recognize the signs and symptoms of a mental health disorder, including substance use disorder. Individuals who take the course are not taught to diagnose, only to recognize signs and symptoms and then encourage identified individuals to seek appropriate professional help.

To receive this certification, Chandler joined 10 other students to complete approximately eight hours of self-paced prep work and participate in a three-day training by national trainers from the National Council for

Behavioral Health. Participants were also required to do homework and prepare a 25-minute presentation.

Stigma, which stems from misunderstanding and discrimination, has a great impact on those living with a mental health disorder. AMFHA teaches participants how to look beyond that stigma.

“Mental health disorders are common, they can affect your work, your family, your social life,” Chandler said. “It’s important for a person to seek treatment as early as possible. Stigma may be one of the reasons they delay seeking treatment, and that inspires me to train as many people as possible about reducing stigma.”

Chandler also serves on the Mentally Healthy Collaborative Action Network (CAN), Positive Balance, of NEK Prosper, Caledonia and southern Essex’s Accountable Health Community. One of CAN’s current projects, which aims to reduce stigma around mental health, is asking that the community take the Positive Balance survey. It only takes 10 minutes to complete and there are no right or wrong answers to this completely voluntary, anonymous and confidential survey about knowledge of – and attitudes towards – mental health.

“Survey responses will help us understand views and knowledge about mental health in our communities,” Director of Behavioral Health at Northern Counties Health Care and Mentally Healthy CAN member Betsy Fowler said. “This information is important for improving the health of our communities through targeted action.”


This survey is open to people who are 18 years of age or older, and who live, work or go to school in the NEK. After completing the survey, you may choose to enter a drawing for one of three \$100 gift cards from a local grocery store of your choice. The drawing will take place after the close of the survey, in October 2020. Please note that the survey can only be completed once. To take this survey please visit surveyMonkey.com/r/MHCANSurvey.

We all need help sometimes. Seeking support is the bravest thing you can do.

“Cheryl Chandler’s certifications in both Youth and Adult Mental Health First Aid are tremendous assets for youth and adults living in our community,” Fowler added. “Many people living with mental health challenges do not seek help. Mental Health First Aid provides a foundation to identify and support individuals experiencing a mental health crisis.”

For more information about attending an upcoming Youth or Adult MHFA course, contact Cheryl Chandler at 802-748-7555 or c.chandler@nvrh.org.

If you need someone to talk to, reach out by texting VT to 741741 or calling 1 800-273-8255 to get CONFIDENTIAL, FREE professional support 24/7.



Humanities at the Heart of Healthcare
A Vermont Humanities Council series hosted by
Northeastern Vermont Regional Hospital and the
NVRH Workplace Wellbeing Committee

A Book Discussion Group for NVRH Employees and Medical Staff
Facilitated discussion with Suzanne Brown

Third Thursday: Sept – Nov; March - May
5 – 7 p.m.
Online using WebEX or
Join in person with masks and physical distancing
NVRH Business Center 126/127
Employees meeting on site, feel free to bring your dinner or purchase it in the Courtyard Cafe

Reading List to Include:
How to be an Antiracist by Ibram X. Kendi
Between the World and Me by Ta-Nehisi Coates
Brown Girl Dreaming by Jacqueline Woodson
The Hate U Give by Angie Thomas
Autobiography of Malcolm X
Slave Power by J. E. Cairnes

Sign up by August 21. Email Laural Ruggles at l.ruggles@nvrh.org

**Limited supply of books and reading materials available for loan in the
NVRH Community Health Resource Center/Marilyn Moulton Library**

Supported in part by the National Endowment for the Humanities (NEH) and the Vermont Humanities Council (VHC). Any views, findings, conclusions, or recommendations expressed in this program do not necessarily represent those of the NEH or VHC.

T.RowePrice Log in to your account

Here's a benefit you can't afford to miss.
Take full advantage of your company match.

NVRH 401(k) Retirement Plan

If you're not contributing the maximum amount your company will match, you're passing up money that could go toward your retirement savings. Here's how to get your share.

For every dollar you contribute up to 2% of your salary, your employer will add 1.5% to your account. Don't miss out on money that's part of your retirement plan benefit.

THE TIME TO ACT IS NOW

To maximize the contribution from your employer, set aside at least 2% of your pay to the plan. The difference in your pay will be small, but the match can have a big impact on your contribution dollars. Once you're maximizing the match, keep working toward saving 15% or more of your pay (including employer contributions).

DON'T FORGET TO NAME A BENEFICIARY

Naming a beneficiary helps to ensure that your account balance will be distributed the way you want in the event of your death. It's a small but important detail.

T Rowe Price Account Log in Instructions:

1) Log in to your Paylocity Portal. Click on HR & Payroll.

NORTHEASTERN V^U REGIONAL HOSPITAL INC [48393] **paylocity**

HR & Payroll Employees HR Payroll User Access Help

Self-Service Portal Home Directory Impressions Teams Community



Community
Self Service Portal

HR & Payroll

Learning

Performance

Surveys

Enterprise Benefits

2) Click on Enterprise Benefits. This will bring you directly to your B-Swift portal.

Retirement Information

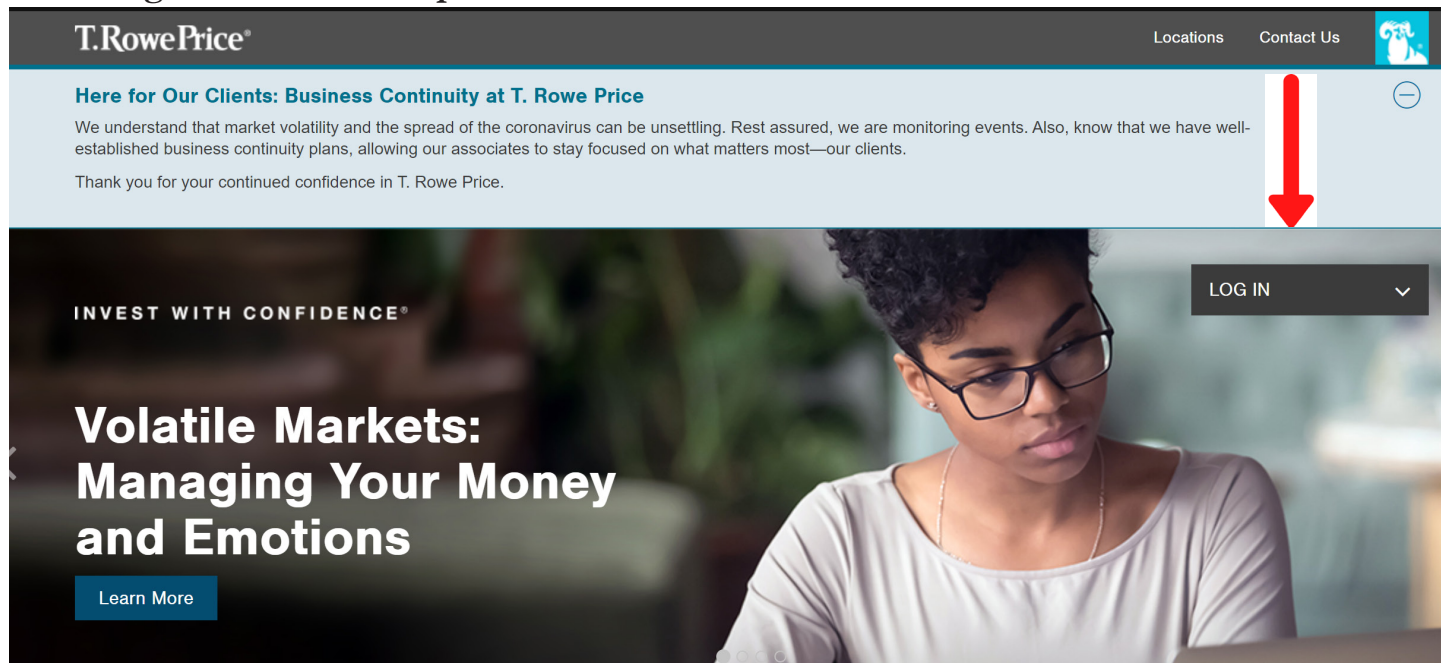
Please select the links below to access additional information on your retirement plan.

[Retirement Plan Login Access](#)

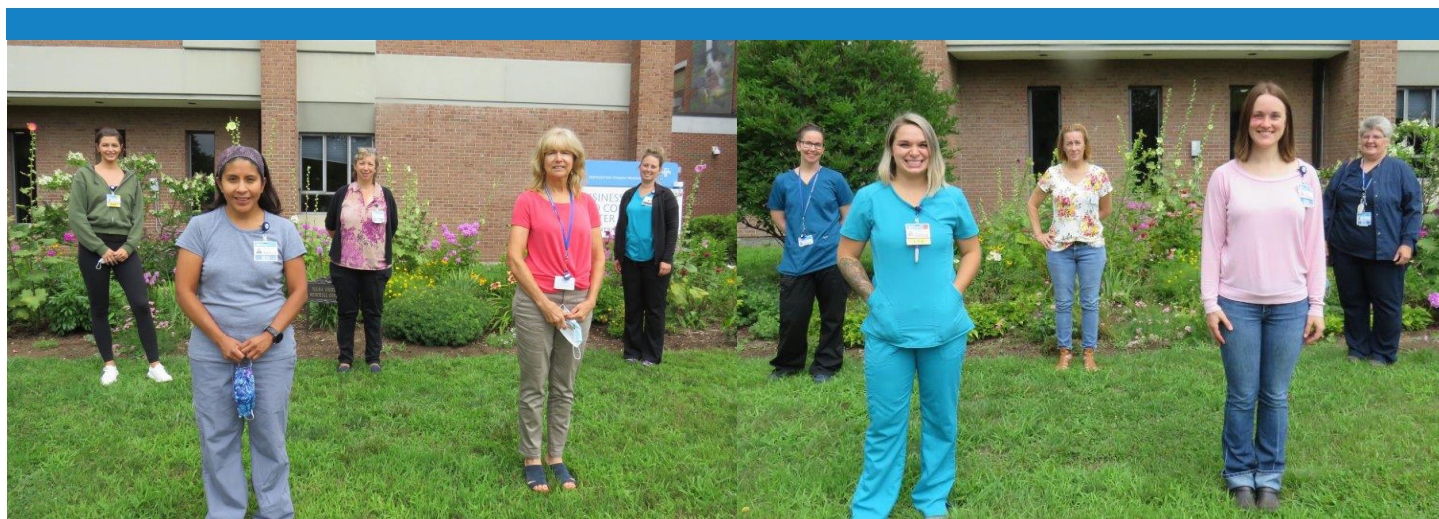
[401\(k\) Plan Summary](#)

3) Click on Retirement Plan Login Access on the right side of the screen.

4) This will bring you directly to the T Rowe Price website.
Click Login and then Workplace Retirement.



5) Click Log in Another Way, then follow the prompts to create username & password

A screenshot of the T. Rowe Price login page. It shows a 'Log In' button and a 'Log in Another Way' link. A red arrow points to the 'Log in Another Way' link.

Left to Right: Abigail Johnson, Jen Simon, Wendy Longmoore, Louise Gingue, Gina Prosper, Laura Morehouse, Danika Sizen, Tina Griffith, Ainsley Casavant, and Dawn Flood-Dunn.
Welcome New Hires to the NVRH TEAM!

What Our Patients Are Saying About Us

Ambulatory Surgery

- Even during COVID, things went very well. The team that cared for me were very kind and very professional - They were: Jennifer RN/DSU, Kim RN - who got my hard to do IV, Becky Anesthesia, Maggie anesthesia student, Albert who did the pre anesthesia review and Tara the OR nurse. There was another nurse in the post anesthesia recovery that quickly and kindly managed my pain.
- Everyone was over & above expectations. Great people.
- The nurses, anesthesiologist, and my doctor were all excellent.
- I had a good experience at NVRH.
- Everything was GREAT thank you.
- It went very well.
- After the procedure I was very uncomfortable and the nurse immediately provided a warm blanket and was ready to care for whatever would ease my discomfort.
- In my opinion the experience I had at your facility was excellent. Don't change a thing. GREAT JOB. Everyone was pleasant and helpful.
- Excellent care.
- They were excellent with everything. No complains.
- My experiences were very good like the last time.
- My experience at the hospital was all good - nurses and doctor were super, and did not keep me waiting.

Emergency Department

- Margie is the BEST!
- Dr. Bugbee explained everything and did a great job.
- Susan Langmaid was excellent.
- Dr. Spicer was wonderful.
- There was no delay - best visit ever!
- In and out quickly, attended to right away and everyone was kind, caring & helpful.
- Didn't wait, went right to ER.
- Very nice and sympathetic.
- Very nice, listened and explained well.
- The staff was very friendly, never waited & felt that the COVID-19 accommodations were well in hand so that I would get it.
- All around A++++ service here
- Nurses did a great job.
- Was taken to treatment room upon arrival & saw the Doctor within minutes – Excellent!
- All around A+++.
- Should have a 'best ever' option!
- Everyone was very helpful.
- Thank-you!
- It was in the height of COVID, and staff were excellent in keeping me informed.
- They were very courteous, it was a very good experience, and they were very concerned.
- Good experience - Everybody that cared for me did a great job. I was very impressed.
- Very good everybody that waited on me were very courteous and caring. I was treated very well. I was impressed.
- Good experience. Very courteous.
- Good - They explained everything good to me.
- Overall I felt I was cared for very well.
- Awesome to get a referral to a local doctor, so I don't have to drive to Dartmouth.
- I am always so pleased with the CARE I receive from all of the staff. Very caring.
- Excellent care.
- Information was already in system.
- In a room when I woke up, the care was very good!
- The entire ER staff are very professional & efficient.
- Thank you team!!
- Amazing!
- The nursing staff was amazing! I was very well taken care of.
- Very expedient process, even when considering COVID-19 practices.
- As always the best!
- Very impressed on how things were handled because of the virus. I felt safe.
- I am always impressed on how things go in the ER.

Inpatient MedSurg

- Great RN's and Sam, LNA is great.
- It was so great to be 'home' at NVRH. The nurses are all wonderful, from travelers to staffed employees.
- Had palliative care medical personnel & they were great!!
- Due to COVID-19 no visitors allowed BUT was great to have the nurses & LNAs with me.
- Everyone was helpful & friendly.
- Everything very good from start to finish.
- NVRH is top notch, couldn't be better.

- My doctor could not be better, very skilled.
- Birth Center
- Dr. Siegel is amazing! So informational, kind & caring!
- Love Aneal
- Some of the best nursing staff I've ever seen!
- I cannot say enough about how wonderful all the staff was!
- Loved all my nurses in OB.

Corner Medical

- Always good with Dr. Sullivan
- Always good care from Dr. Dobbertin!!
- Dr. Alfaraz was really excellent! Bright, attentive, very knowledgeable about my history & MANY VARIETIES of skin issues & why. Terrific, especially with a phone conversation due to corona-19!
- Your entire staff is outstanding! From the ladies at the front desk to the nurse I initially met with, to, Dr. Alfaraz. All true professionals, very engaging, excellent service!!!
- Kim helped me setting up the portal she was a great help.
- First time meeting Krystal, I felt very comfortable with her and felt she listened to me better than my last Health Care Provider
- No delays or waiting
- Staff was excellent as usual. I like Dr. Dargis, and she has a genuine interest in my wellbeing.
- Personal and thorough attention to my needs.
- The portal is a great service....and I appreciate having access to reports.
- This is a well-organized office that is both professional and personal
- I rarely wait long, but I also appreciate that Doreen spends as much time with me as I need.
- First time doing virtual visit using portal. Excellent experience.
- My first video conference worked well
- Very competent.
- I'm loving the telehealth calls. Obviously it can't be done for everything but should be used when it can.
- Very professional people at this clinic. Friendly, helpful, knowledgeable, and professional.
- I didn't have a wait.
- The video appointment was great!
- Did not go to the clinic, but I had a very good conversation about my health over the phone.
- Over the phone with Dr. Alfaraz due to COVID-19, but it was an EXCELLENT visit.
- They were ready for me. Just needed to catch up some paperwork.
- Excellent & aware.

Kingdom Internal Medicine

- Recent diagnosis of type two diabetes. They are providing excellent support.
- Excellent and well integrated care. I regularly talk-up the practice to friends. I worked in healthcare for most of my career.
- Nursing staff and Dr. Myrter are clear in communication. They answer questions and make certain that I understand whatever I need to know.
- I have been very happy with KIM.
- It was a very good experience
- Especially easy access in this time of COVID-19.
- I had a very strange case and everyone listened well.
- They are always 'on the ball'.
- I was in and out in 35 minutes.
- The nurse typed my concerns into the computer which saved time for Dr. Irene.
- My doctor is always excellent to talk with. Concerned, caring and thorough.
- I hope you can read this, at 92 I don't write as well as I used to, YOUR HOSPITAL IS SECOND TO NONE. We are blessed with a lot of great people here in the N.E.K.
- I was in very good hands all the time.
- Exceptional care in very unusual times

North Country Otolaryngology/Audiology

- Zero delays.
- Dr. Rankin & staff are 'OUTSTANDING'.
- All the staff are very nice and accommodating.
- Always appreciate Dr. Rankin's time and care.
- Dr. Rankin always does a complete assessment & invariable inquires about my activities and home environment.
- Always congenial.
- Good place for health care.
- Disinfected before I went in!

Specialty Clinics

- The previous pacemaker check-up at Dartmouth was with a young student, I felt the nurses at NVRH were more competent, but the most recent visit with Dr. David was much, much better.
- To me it was still pretty normal.
- Dr. Dixon is easy to talk with regarding diagnosis and treatment.
- The whole staff are involved in my care and treatment. I would recommend Dr. Dixon and his staff to anyone needing urology concerns.
- Ashley was very professional when discussing my concerns. I was confident that I was in good hand. Chelsea was also helpful when I called with concerns.

- Scheduling easily worked for my flexible schedule. Whenever I contacted the office by phone someone picked up after a couple of rings.
- We spoke with each other (spouse) and with other people about how kind and nice everyone was.
- The doctor even called me at home to see how I was doing!
- Very good service. Informative & prompt.
- Very impressive in terms of personnel and care
- Very quick.
- I appreciate the doctor informing me that I could wait for injections!!
- Everyone was very concerned, positive and very sociable. I liked everyone I came in contact with.
- Always a good experience.
- Very good COVID precautions! Thank you!
- Mark and Dr. Prohaska were amazing
- very committed and professional staff
- Someone always calls back if I leave voicemail.

St. Johnsbury Pediatrics

- We did not have an appointment. We were fit right in to be seen in a very timely manner
- Excellent as always
- Dr. Josh understood my concerns and agreed. He was very reassuring
- The staff was very kind and friendly.
- The receptionist kindly explained how it worked and made sure I knew I could get support with it if I had trouble.
- Terrific! My daughters' worries were allayed and I feel she is under optimal care.
- Wonderful experience. I am so glad that my daughter has this doctor whom she trusts, and I think he understands her issues to a good extent.
- Dr. Kantrowitz is always welcoming, informative with the most up-to-date, evidence-based info, and takes the utmost care with our children. He takes into account parent preference and situational awareness to provide best guidance for each family. He is always present and encourages questions of parents. My partner mentioned how nice it was for him to comment on how our children are at difficult ages when he found out that their father is providing day-to-day care at home. Fathers are free to participate equally as parents and that is palpable at St. J Peds. I could not recommend this provider/practice more fully.

Women's Wellness

- Dr. O'Connor is just simply amazing!!
- Courtenay is absolutely fantastic. She listens to any concerns and discusses multiple possible solutions. She has a positive demeanor and is very approachable.
- Courtney is FANTASTIC! Professional, personable, perfect at her job.
- Katherine listens from her heart as well as her head, she has excellent boundaries and respects my abilities to map out my course - She fills all of my needs at this time.
- I really enjoy your practice and believe you provide high-quality service in a friendly environment.
- Excellent experience.
- I would recommend NVRH to anybody, I love the hospital and the people there.
- Very kind and patient. Thank you
- She also was fabulous - honest, forthright, clearly talked me through pros/cons/options, and offered understandable explanations... Friendly, open, personable. We joked a bit.
- Dr. Anne O'Connor, was amazing! She was truly concerned with my issues.
- Very comfortable and positive experience.
- I have been a patient at this practice for 28+ years - and have always felt the care has been above and beyond! We are blessed to have Women's Wellness!

Diagnostic Imaging

- Yvette is always amazing. I have had her several times. She is always smiling, friendly and always has the patient's best interest. Thank you Yvette for your outstanding work as always.
- The procedure went well.
- Great experience with the person doing my mammogram. Kind, patient and caring!
- No wait time!
- Phone pre-registration was easy and quick. There was a very short wait for the appointment, went right in.
- My experiences at NVRH are always excellent and this was no exception! On time, professional, and caring.
- I feel very lucky to have a HIGH QUALITY, progressive, local hospital!
- The person who performed the test was very nice. She explained everything she was doing, and was concerned about my comfort.
- Everyone was very friendly, despite the stress of distancing, etc.
- I have COPD and the staff right away got me a wheel chair.
- I was skeptical on changing from Cottage to NVRH, but my daughter told me how wonderful your new MRI was... Well she was absolutely correct!! I will completely change over to NVRH. Great experience!
- Never a bad experience @ NVRH!
- No concerns or complaints. She was wonderful & put me completely at ease!
- Great, great experience! Your staff in MRI were so professional yet compassionate! Thank-you - you are now my all go to hospital.
- Everything went well.
- I was explained very clearly what was going to happen and treated very politely.
- They showed me where to go for my appointment.
- She was exceptionally friendly, happy & careful.
- I have had nothing but a positive outcome at NVRH. Everyone is so pleasant and caring. I have to say that you all are amazing. Keep up the great job you are all doing... Especially with COVID-19. Thank you all very much.)
- I would recommend NVRH to anyone! You all are amazing in my book. Stay well & healthy. Thank you all from the bottom of my heart.

- I have never had a bad experience. The staff has always listened to me and answered anything that was a concern and because of the fantastic team of Radiologists I am 1 year cancer free as of June 7th.
- Technicians very caring & open about the procedure.
- As always - exceptional service.
- My mother has dementia and she felt welcomed and cared for through the entire appointment. Wonderful staff!
- No waiting
- All the girls that do the mammograms are AWESOME!
- The registration has always been a wonderful experience!
- ER staff was fantastic!
- Everything went great & fast.
- I love NVRH, next to Mass General in Boston, NVRH is right next to, or better.
- I love NVRH & have always been treated with respect.
- The man who ran the MRI was excellent in doing the job, patient comfort & courtesy A+.

Laboratory

- The staff was pleasant and helpful at check-in and the lab. They answered my questions thoroughly and paid attention to both the patients and the task they were performing.
- Painless blood draw - very good!!
- Everyone was very kind and helpful.
- Phone registration, wait time was minimal.
- I didn't come in to the hospital. My visit was at the COVID testing tent. The staff there was very professional, courteous, friendly and helpful. Not an easy job for sure and I appreciate everything they and the rest of the hospital staff are doing.
- Melissa was very kind and knowledgeable. She explained everything before she began the COVID test. I thought she was great.
- In and out quickly.
- A pleasant lab visit for work.
- Staff were friendly & efficient.
- Great staff. Friendly, polite, efficient.
- Pre-registration by phone - good idea, speeds up the process.
- Very professional and skilled at what they do.
- Fast in and out service. Very short wait time.
- Very professional.
- I felt very comfortable.
- Like clockwork.
- Excellent care.
- I would recommend NVRH's laboratory, birthing center and women's wellness.
- They all do a great job. They need a pat on the back.
- They were competent and professional.
- I have cancer, so I have lab work done very often and I look forward to coming here.
- All were friendly and making me feel comfortable.
- Excellent hospital! Thank you for caring for my lab results.
- I have had nice visit.
- They show their concerns, and treat me very warmly.
- Service was very, very good.

Northern Physical Therapy

- I have always enjoyed my experience at NPT.
- Very knowledgeable.
- Quick & easy... and they remembered me from last time.
- The NPT staff as a whole are a great team, but my experiences with Ms. Boulanger have confirmed that I made the correct decision in choosing a physical therapy facility. She is top-notch!
- Krista Boulanger's simple techniques brought relief from my long-term hip/femur pain in our very first session! Her knowledge & compassion combine to make her a true asset to NTP's team.
- Everyone is SO nice – The facility is spotless.
- Therapist is very patient and explains exercises. Always answers questions. Very helpful.
- I think NPT is a real gem and I feel fortunate to have found them.
- Excellent care
- Wish there was a level above very good.
- The staff is great!
- They have always been friendly and accommodating. Very professional and I was always comfortable with their work.
- Jesse Dimick and Karey Pierce were the best.
- Very good - they are the best!

Dan Wyand PT & OT

- Everything was on time and well planned.
- I had a great first visit with Mike Matteis.
- Kelly was very good. Even when I was in pain she did a good job understanding and helping me through all this. I highly recommend *Kelly.
- Super!
- Dan Wyand and his staff provide superb care.
- A+ service, staff, and environment
- Comfortable, friendly, and highly recommend!
- Thorough, and knowledgeable staff - Excellent care & treatment.
- Absolutely has my highest regard!!-